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# Example of Customer Service Engineer Job Description

Our company is searching for experienced candidates for the position of customer service engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service engineer

* Implement FMEA and 8D methodologies to understand root cause of product or process failure modes
* Liaise with Quality and Suppliers to help develop and implement new field solutions
* Attending governance call with region and internal teams
* Diagnosing, troubleshooting, repairing and debugging complex electro/mechanical equipment, computer systems, and/or complex software not related to information technology
* Selling by establishing contact and developing relationships with prospects
* Collaborate with sales team to understand customer requirements and provide sales support
* Coordinate and facilitate the information exchange between Research & Development and Service
* Ensure all of the information required to service new products is known by the product group
* Coordinate and host customer visits
* Organize conferences for customers, dealers, suppliers and

## Qualifications for customer service engineer

* Experience with x-ray equipment, knowledge of x-ray physics and fundamentals
* Physical ability to perform equipment installation and repair
* An understanding of how a high bypass turbo-fan jet operates and/or an understanding of V2500 hardware and accessories
* An understanding of jet engine performance
* An understanding of EEC engine control software
* Familiarity with drafting and updates of various technical documentation procedures located in the Aircraft Maintenance Manual, Troubleshooting Manual and Engine Manual